IUB 24/7 - Frequently Asked Questions

1. What is IUB 24/7?
IUB 24/7 (iub247.iowa.gov) is a company and customer contact portal and self-service web application that allows companies, utilities, and people who interact with the Iowa Utilities Board (IUB) to manage and update company information. Users can create a profile for their company and add their regulatory contacts. If the company already exists in IUB 24/7, users can submit a request to the IUB to be connected to their company. The company profile can be updated in IUB 24/7 by the user, rather than filing company and contact updates in the IUB's electronic filing system (EFS).

2. Why am I being asked to create a new user profile in EFS?
IUB 24/7 and EFS are now accessed with a single sign-on (your email as your username and a password you choose) that syncs to both sites. Once you create a user profile in IUB 24/7, that login information will also be used for EFS. Note: If you change email addresses and update that in the system, it will automatically update all service lists that you are on in EFS.

3. Who needs to create a company record?
All companies that file or do business with the IUB should create a company record to ensure the IUB has updated company and contact information. You can search IUB 24/7 to see if your company already exists by logging in and going to the Search Companies page in IUB 24/7. Public users (those without an account) can search companies by going to IUB 24/7 and clicking Search Companies on the homepage.

4. Who can create and update a company record in IUB 24/7?
The Company Administrator role has permission within IUB 24/7 to create or edit the company record; add, edit, or remove company contacts; and assign permissions to the company's associated contacts. The Company Administrator can also assign another employee or consultant the role of Company Administrator. A company record in IUB 24/7 can have multiple Company Administrators. Users can request these roles by submitting a Company Access Request in IUB 24/7 (must be logged in) or contacting staff at ITsupport@iub.iowa.gov.

5. Why do I need to create a company record?
Having a company record in IUB 24/7 allows your company to maintain current information and associated contacts for the IUB to provide regulatory oversight (where applicable) and invoice for associated costs.

6. Why do I need to connect employees to my company?
A6. Company contacts were previously reported to IUB through the annual report process. IUB 24/7 allows you to show who the current contacts are for each industry type associated with your company's operations. Each contact listed within the company record in IUB 24/7 has a user record. In addition, all EFS registered users will need to create an IUB 24/7 user account. If the IUB 24/7 user is associated with a company, the company name will show up on the dropdown of companies when a filing is made in EFS.

7. Does IUB 24/7 replace EFS?
No, IUB 24/7 does not replace EFS. Filings required by administrative rules, code, or order should continue to be filed in EFS. New telecom registrations and contact updates that were previously filed in EFS are being entered within the company record in IUB 24/7.

8. What is an employer identification number? Why do you need our company's employer identification number?

The Employer Identification Number (EIN) is used by the Internal Revenue Service to identify a business entity. An EIN is a nine-digit number and is written in the following form: 12-3456789. The EIN is used by the IUB to create the company record in the State's accounting system.

9. What is the Secretary of State's Business Number number and how do I find it?

The Iowa Secretary of State (SOS) issues a business number to companies when they register with the SOS to do business in Iowa. The business number can be searched on the SOS website and will show the current standing of the company in Iowa (Active or Inactive). The IUB can search the business number to ensure your business is Active.

https://sos.iowa.gov/search/business/search.aspx

Business No.	Legal Name	Status
557865	██████████████	Active
Type	**State of Inc.**	**Modified**
Legal	TX	No
Expiration Date	**Effective Date**	**Filing Date**
PERPETUAL	11/13/2017 2:28 PM	11/13/2017 2:28 PM

10. How do I find my company number?

You can still search in EFS to find your company number. At efs.iowa.gov, choose the Search menu, then select Company Search from the dropdown menu. Fill in the company name and hit Enter to get the result(s) for that name. You can search IUB 24/7 to see if your company already exists by logging in and going to the Search Companies page in IUB 24/7. Public (no account) users can search companies by going to IUB247.iowa.gov and clicking Search Companies on the homepage.
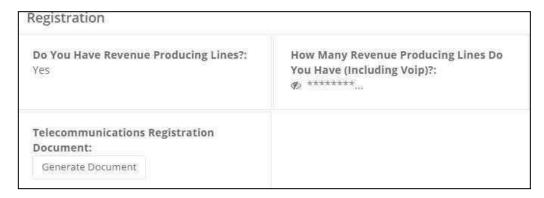
11. How do I get a copy of my telecom registration certificate in IUB 24/7?

After your telecommunications company record has been accepted in IUB 24/7, you can print or download a copy of your company's telecom registration certificate by following these steps:

1. Click on Records in the navigation bar of IUB 24/7.
2. Select Companies.
3. Click on the live link on the IUB Company Number or Legal Name of Organization.

Companies

IUB Company Number	Legal Name of Organization
5015	Telecom Company

4. In Company Information – General Information tab, scroll down the page to the Registration section.

5. Under the Telecommunication Registration Document, click on Generate Document.

6. Select document to generate. Click on Generate.

7. The document is downloaded and can be saved or printed by the user.

12. I clicked on Submit for my company record, but it does not appear to have been submitted. Why?

The most common reason a company record is not submitted is that there are errors. If you did not complete a required field or section, you will receive an error message at the top of the company record.

9 errors prohibited this company from being saved:

- Legal name of organization is a required field.
- Certificate of existence is a required field.
- General phone is a required field.
- Telecom regulatory contact is a required field.
- Telecom customer relations and complaints contact is a required field.
- Telecom billing contact is a required field.
- Telecom engineering operations contact is a required field.
- Telecom railroad emergency contact is a required field.
- Typed signature is a required field.

For each error listed, the required field is shown in the record in red. Once all of the errors have been corrected, click on **Update Company** and submit.

13. How does IUB 24/7 work with EFS?

Information that was previously stored in EFS — company, contact, industry, company code, and company relationship information — will be maintained in IUB 24/7. EFS pulls some company and contact information from IUB 24/7 for docket, filing, and service list processing. In addition, the IUB 24/7 login credentials are also used by EFS registered users to log in to both systems.

14. Do I still need to file in EFS?

Yes, companies and utilities will still make filings in EFS, and communication from the IUB will be made in EFS in the appropriate dockets. You will continue to receive EFS notifications for dockets applicable to your company or utility.

15. What can I see in IUB 24/7 outside of my user or company information?

All "active" companies will be searchable to the public with the following information showing: company name, IUB number, mailing address, industry type, ownership type, website, and utility annual report (if applicable).

16. What if a contact is no longer with the company?

The company administrator is responsible for adding, updating, or removing contact associated with the company. Once removed, that contact will no longer be able to see or update the company profile.

17. How do I contact someone if I need to make a change in IUB 24/7 and don't know how to do it?

IUB 24/7 provides support through a Help Ticket system. Submit a Help Ticket in IUB 24/7 at any time; Customer Service staff will respond and assist during regular business hours, 8 a.m. to 4:30 p.m. weekdays. You also can call Customer Service at 515-725-7300 or 877-565-4450.